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Bib Data Sheet

CONFIRMATION NO. 8142

SERIAL NUMBER 10/785,543	FILING OR 371(c) DATE 02/24/2004 RULE	CLASS 379	GROUP ART UNIT 2614	ATTORNEY DOCKET NO. 07117.105018
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APPLICANTS

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**** CONTINUING DATA *******

This application is a CON of 10/198,019 07/18/2002 PAT 6,775,377 which is a CON of 09/950,528
 09/10/2001 PAT 6,459,787
 which is a CON of 09/517,500 03/02/2000 PAT 6,324,282 yes & N

**** FOREIGN APPLICATIONS *******

none & N

IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** SMALL ENTITY **
**** 05/17/2004**

Foreign Priority claimed	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no		
35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance		
Verified and Acknowledged	Examiner's Signature <u>QN</u> Initials <u>QN</u>		
STATE OR COUNTRY	SHEETS DRAWING	TOTAL CLAIMS	INDEPENDENT CLAIMS
GA	6	23	2

ADDRESS

20786

TITLE

Method and system for delivery of individualized training to call center agents

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